

# **COVID-19 Code of Conduct Zillertaler Cable Cars**

## **Winter Season 2020-21**

Dear winter sports enthusiasts!

The last months have been shaped by big changes - COVID-19 affects our lives everywhere in the world. Safety and the personal health of each individual are the highest good and the focus of attention for our cable car companies. We build on the regulations of the Austrian Federal Government, which provide for a range of measures to protect all guests and employees.

According to the current regulation of the Austrian Federal Government, cable cars are covered by the regulations for public transport. A safety distance of 1 metre must always be maintained, but may be undercut if there is a heavy rush. Wherever the 1 metre distance cannot be maintained, a mouth and nose protection (MNP) must be worn. This also applies to all queuing areas and the cash desk area. An MNP must always be worn in the cable car cabins, on the lift chairs and on the drag lift (double bar).

In compliance with the currently valid regulations and additional safety measures, we are firmly convinced that you can spend relaxing and safe winter days in the Zillertal valley with its 180 cable cars and lifts and its 542 kilometres of slopes by maintaining sufficient safety distance!

## **Zillertal cable car general information and organizational measures to safeguard a safe and relaxing vacation:**

- **Signposts and information points in the ski area:**

They draw your attention to our code of conduct at the cable cars and throughout the ski area.

- **Mouth and nose protection (MNP):**

Wearing an MNP is mandatory in the areas marked accordingly (see also below). For example, a hose scarf or similar is also considered to be a MNP.

- **Organised queuing areas:**

We organise the queuing areas independently of the current legal requirements in such a way that groups of people standing close together are avoided as far as possible. Please keep a sufficient distance to strangers and wait in the cash desk area until the guest in front of you has left the cash desk.

- **Hand hygiene:**

For our cable car indoor areas we will install sufficient hand disinfection facilities for you.

- **Number of persons:**

A reduction of the maximum number of persons permitted in the cable cars or chair lifts is not legally binding, but we refrain from using the permitted capacities if the number of passengers is correspondingly low. An MNS must always be worn in the cable car cabins, on the lift chairs and on the drag lift (double bar).

- **Disinfection measures:**

All cable car cabins are regularly disinfected by us.

Disinfection measures are also regularly carried out in elevator cabins, on escalators, in sanitary facilities, ski depots and first aid rooms.

- **Cable car employees**

COVID-19 test: Employees are tested for Covid-19 before they first start work. For those who are in contact with customers, follow-up tests are carried out on a regular basis or as required.

Employees are instructed to wear an MNP in direct contact with guests for mutual protection.

## **What you can do to stay safe and keep others safe.**

### **Use off-peak times:**

Take advantage of the off-peak times with low crowding to get to the ski area and back to your accommodation in a relaxed manner: all Zillertal cable cars offer early start times to get to the ski area comfortably before the main rush. You can also return to the valley station in off-peak times.

Our free ski buses also provide a relaxed trip back to your accommodation.



### **Wear a mouth and nose protection (MNP):**

Please always carry a mouth and nose protection with you and use it if the prescribed minimum distance to other people cannot be maintained.

In the following areas wearing an MNP (protective mask, hose scarf, multifunctional cloth, ...) is mandatory:

- at the cable car ski pass sales points
- in the access area for all cable cars (look out for the signposting)
- in the station, entry/exit area as well as when riding in the cable cars (cabin/chair lifts, drag lifts)
- when using the conveyor belts (training area)

- when using the toilet facilities
- in the ski shop / ski depot
- In the ski bus
- in mountain restaurants in accordance with the respective specifications



## Keep your distance

Please keep sufficient distance from strangers. If possible, the minimum distance must also be maintained in the cable car cabins.



## Ensure ventilation

If necessary, please ventilate the cable car cabins during the trip.



## Pay attention to hand hygiene

Please observe the general rules of hygiene and wash your hands regularly. Disinfectant dispensers are available in the cable car stations in the indoor area.



## Dispose of used protective masks

Please do not leave your used protective mask or handkerchiefs in the cable car cabins, but dispose of them properly. Waste bins are available in the station areas.



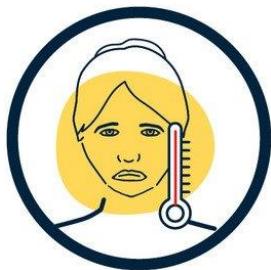
## Follow instructions

Please follow the general behaviour recommendations and also the instructions of our employees, especially with regard to the hygiene regulations.



## Cashless payment or even better: Buy your ski ticket online.

If possible, make use of the cashless payment option or buy your ski ticket directly at the online shop.



## **Head for the slopes only if you are healthy**

If you have symptoms that could indicate a possible Covid-19 infection (fever, cough, sore throat, loss of taste/smell, ...), please stay in your accommodation and contact the reception of your accommodation or a doctor immediately.



## **Behave responsibly**

Please conduct yourself responsibly to protect your own health and that of others.

## **Our request!**

Please observe and follow our Covid-19 Code of Conduct and enjoy your winter holiday in the Zillertal ski areas!

We are evaluating the situation on an on-going basis and will adapt our Code of Conduct to any changes in legal or regulatory requirements.

(Last revised: September 2020)